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INFORMATION TECHNOLOGIES

June 28, 2001

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Magalie Roman Salas
Commission Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20054

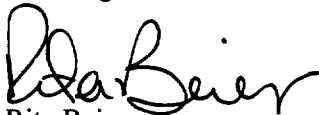
Re: Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities. CC DOCKET NO 98-67

Dear Ms. Salas,

Attached is the annual complaint summary log from the Massachusetts Relay Service as required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67). The monthly summary logs are followed by the yearly totals and summary comments. I have also forwarded to your office four hard copies of this report as well as one paper copy and one diskette version to the Disabilities Rights Office. The attached report covers all consumer complaints that allege a violation of the federal minimum standards received by VISTA between June 1, 2000 and May 31, 2001.

If I can be of any further assistance, please do not hesitate to contact me via telephone at (413) 493 1104 (voice) or (413) 493 1155 (TTY) or email rbeier@vistatrs.com.

Best Regards,



Rita Beier
Director Outreach and Quality Assurance
489 Whitney Avenue, Suite 100
Holyoke, MA 01040

cc: Marilyn Benoit, Verizon Center for Customers with Disabilities
Jenifer Simpson, Disabilities Rights Office, FCC

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MassRelay

Massachusetts Relay Service

Focused on Service



June of 2000

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	0	
• Procedures	0	
• Answering Machine Protocol	1	Voicemail error. Caller did not have OPR number, so could not correct OPR.
• Profiles		
• General Procedures	2	OPRS not answering ASCII. All OPRS given written procedure also posted at each workstation.
• Other	3	OPR chose wrong LD. OPR instructed on proper procedure within 48 hours. OPR misdialed. OPR was coached on proper procedure. Caller did not want Trainee. Advised caller can always request experienced OPR.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	Caller concerned about double billing on answering machines. Policy explained no double billing to customer satisfaction.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	2	Callers unable to use AT&T LD. AT&T circuit problem reported. AT&T resolved problem 7/1/00.
TOTAL	9	

July of 2000

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	OPR sent wrong macro message. No OPR number provided. Unable to correct OPR.
• Attitude	2	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	4	OPRS provided remedial training and practice sessions.
• Profiles	2	OPRS not honoring Profile. OPRS given remedial training within 48 hours.
• General Procedures	0	
• Other	2	OPR misdialed. OPR was coached on proper procedure. Call was disconnected. OPR states did not hang up on caller.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	Caller wants OPRS to override profile. Explained caller must instruct OPR to do so.
General		
• Technical	0	
• Others	1	Caller does not agree with CCP Policy. Instructed caller that he/she controls the call and can give OPR instructions.
• Non Relay Issues	0	
TOTAL	13	

August of 2000

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	2	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	2	OPRS provided remedial training and practice sessions
• Profiles	1	OPR not honoring Profile. OPR given remedial training.
• General Procedures	2	OPR not providing number on request. OPR given proper procedure. OPR not repeating info. OPR advised proper policy.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	Caller requested AOL LD. AOL profile available 12/2000.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	8	

September of 2000

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	OPR normally an excellent typist.
• Attitude	3	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	2	OPRS provided remedial training and practice sessions. Skills enhancement program started for all OPRS. Dramatic decrease in complaints subsequent months.
• Profiles	0	
• General Procedures	1	OPR did not know how to use calling card. Caller did not have OPR number so unable to correct OPR. All OPRS given written procedure reminder.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	7	

October of 2000

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	OPR required to attend remedial typing and practice.
• Attitude	1	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	3	OPR misdialed. Coached on proper procedures. OPR mumbling. Coached on voicing techniques. OPR slow call set up. OPR given remedial training.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	2	OPR unable to hear VCO user. Advised OPRS to adjust volume. OPR unable to communicate with TTY user. Software upgrade 10/23/00
• Others	3	Caller could not access Voicemail. Caller given voicemail instructions. Callers requested info after call completed. Explained procedures to satisfaction.
• Non Relay Issues	1	OPRS prompting for billing info to cell phone user because cell phone company does not provide caller's ANI to Relay.
TOTAL	11	

November of 2000

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	1	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	1	OPR coached to follow profile.
• General Procedures	0	
• Other	1	OPR unable to understand caller. Call transferred to more experienced OPR.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	0	
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	3	

December of 2000

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	0	
• Procedures		
• Answering Machine Protocol	0	
• Profiles	1	OPR reminded to follow profiles.
• General Procedures	1	OPR mishandled call end. No OPR number provided. Unable to correct OPR.
• Other	1	Caller unhappy with Trainee. Transferred call to experienced OPR.
Speed of Answer	0	
Carrier of Choice/Caller Profile	2	Callers requesting RCN LD. RCN is not an IXC in MA. Relay has requested contact from RCN should status change.
General		
• Technical	2	VCO technical problem. Software upgrades developed for installation in 2001.
• Others	1	Caller does not agree with VRU procedure. Explained protocol to callers satisfaction.
• Non Relay Issues	1	Caller reached trunk line recording.
TOTAL	9	

January of 2001

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	1	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	1	OPR dialed wrong number. Coached on correct procedure.
• Other		
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	2	Callers received "all OPRS busy please hold." Very high traffic peaks. Continued recruitment and training of new OPRS. Staffing increase reflected in 0 complaints following month.
Carrier of Choice/Caller Profile	0	
General		
• Technical	0	
• Others	0	
• Non Relay Issues	1	Caller receiving fast busy when calling Relay. Circuits beyond Relay network busy.
TOTAL	5	

February of 2001

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	Trainee required to take remedial typing class and practice.
• Attitude	1	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	1	All OPRS trained on 7-1-1 handshake procedures.
• Other	1	OPR could not understand caller. Call transferred to more experienced OPR.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	1	Caller requests Verizon Wireless as LD. Verizon Wireless declined Relay request due to technical constraints.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	5	

March of 2001

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	0	
• Attitude	3	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	3	OPR dialed wrong number, OPR used wrong name. Both given remedial training. OPRS not announcing call correctly. All OPRS given written reminder of protocol.
• Other	0	
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	1	Caller requested traffic overflow when MA busy. Explained MA law prohibits outflow of MA calls.
Carrier of Choice/Caller Profile	2	Caller requests Verizon LD. Verizon available 5/22/01. Callers requesting RCN LD. RCN is not an IXC in MA. Relay has requested contact from RCN should status change.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	0	
TOTAL	9	

April of 2001

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	Not typing verbatim. OPR coached on Relay Ethics.
• Attitude	1	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	1	OPR given remedial training on conference calls.
• Other	1	OPR used wrong name. OPR given additional STS training.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	1	Caller received "all OPRS busy please hold." Staffing level exceeded requirement extremely high call volume in that 30 minute period.
Carrier of Choice/Caller Profile	1	Caller requests Verizon Wireless as LD. Verizon Wireless declined Relay request due to technical constraints.
General		
• Technical	0	
• Others	0	
• Non Relay Issues	1	Caller unable to place collect call to home. Block on line placed by LEC not Relay.
TOTAL	7	

May of 2001

<u>Category</u>	<u>Total</u>	<u>Resolution</u>
Operator Error		All OPR issues resolved within 48 hours unless otherwise noted.
• Typing	1	OPR required to attend remedial training and practice sessions.
• Attitude	1	OPR rude. OPR coached on professionalism. Note: All OPRS required to review confidentially and ethics standards each year of employment. Repeat offenders subject to disciplinary action.
• Procedures		
• Answering Machine Protocol	0	
• Profiles	0	
• General Procedures	0	
• Other	1	Caller unhappy with Trainee. Call transferred to more experienced OPR.
		All non-OPR complaints addressed within 24 hours unless otherwise noted.
Speed of Answer	0	
Carrier of Choice/Caller Profile	3	Callers request Verizon LD. Verizon available 5/22/01.
General		
• Technical	6	VCO technical problem. Software upgrades developed for installation in 2001. Caller unable to reach Relay. Technical issue resolved same day. OPR cursor stuck. Unable to type to caller. Reboot resolved problem.
• Others	0	
• Non Relay Issues	1	Caller received busy signal when calling Relay. Relay does not block any calls. Circuits beyond Relay network busy.
TOTAL	9	

Yearly Totals

<u>Category</u>	<u>Total</u>	<u>Percentage</u>
Operator Error		
• Typing	5	5.2
• Attitude	15	15.7
• Procedures		
• Answering Machine Protocol	9	9.4
• Profiles	5	5.2
• General Procedures	15	15.7
• Other	9	9.4
Speed of Answer	4	4.2
Carrier of Choice/Caller Profile	12	13.6
General		
• Technical	9	9.4
• Others	5	5.2
• Non Relay Issues	7	7.3
TOTAL	95	100%

SUMMARY NOTES

The Massachusetts Relay, under VISTA's direction, welcomes comments from users and responds promptly. This log reflects complaints alleging FCC standards violations filed with VISTA Customer Service, Outreach or Supervisory staff. VISTA receives many more contacts from our constituents requesting information, providing positive feedback and suggesting new ideas. During the year covered by this report, June 2000-May 2001, MassRelay handled 1,174,094 outbound calls. The above complaint log indicates that only one per 12,358 outbound calls (.008%) resulted in a complaint filed with MassRelay. While this number is extremely low, VISTA treats each complaint seriously. All complaints were resolved promptly (within 24-48 hours) whenever possible and for those requiring longer range solutions the process for solution development was begun promptly and proceeded efficiently. VISTA's track record of satisfactory resolution is reflected in the fact that none of these complaints resulted in an escalation to the level of the Massachusetts DTE or the FCC. VISTA prides itself in MassRelay having achieved standards beyond those required by the FCC and will continue to invite interaction with MassRelay Users in order to provide on-going service excellence.